



# Accessibility Plan 2023-2028

For Community Living Guelph Wellington  
Prepared March 2023

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## Overview/Objective of CLGW Accessibility Plan

Community Living Guelph Wellington (CLGW) strives to ensure that all locations owned or operated by CLGW provide barrier free services, supports, environments and employment. CLGW recognizes that the key principles of accessibility are independence, dignity, integration, and equality. Accordingly, we are committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

Please refer to the agency's Accessibility Policy #A230A (see attached Appendix A) which is available to all CLGW locations via our internal and external websites. The policy is reviewed annually and all employees, students, and volunteers, including Board Members, are to be kept informed as to any changes.

The purpose of the agency's Accessibility Plan is to identify and address barriers at agency owned or operated locations. The Accessibility Plan encourages awareness of any barriers at community locations or services which may be accessed by the individuals we support so that they also may be brought to the attention of those locations and services.

The Accessibility Plan identifies the following:

- Barriers that were addressed or removed by CLGW over the past year.
- Barriers that have been identified and CLGW intends to address as well as any new ones brought forward to the agency's attention. Completion deadlines may or may not be in place.
- Barriers that have been identified but CLGW is unable to address at this time.

## Description of Community Living Guelph Wellington

**Community Living Guelph Wellington** is a not-for-profit service agency that provides support and assistance to people who have a developmental disability and reside in Wellington County. We support people who have a developmental disability as they live, learn, work, and experience all aspects of living in their community.

**Community Living Guelph Wellington** also works hard to bring people and communities together. We work to help the community to develop its capacity to welcome and support people who have not always had equal opportunity to participate in community life in meaningful, productive ways.

**Community Living Guelph Wellington** was founded in 1955 by parents of children with a developmental disability and concerned citizens. Since its inception, this organization has expanded from a group providing assessment, training, and education to the pre-school child to a dynamic agency that provides services to people with a developmental disability throughout their entire adult life span.

## Information/Communication/Technological<sup>1</sup>

Any documentation, communication strategy and/or technology that is not accessible to an individual with a disability and/or communication supports and opportunities for feedback are not available.

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<sup>1</sup> <https://www.ontario.ca/laws/regulation/110191#BK8>

Examples include website that cannot be accessed by someone who is not able to use a mouse; posted signs that are not easily understood; documents with small print.

These barriers will be identified by reviewing practices and ensuring compliance and overseen by the IT Manager and Communications Manager.

### **Organizational/Employment<sup>2</sup>**

A workplace that provides sufficient flexibility, accommodation, training, or equipment to ensure a productive and satisfying workplace for employees. Examples include individualized workplace emergency response information, accommodation plans.

These barriers will be identified by reviewing policies and procedures and ensuring compliance and be overseen by the Resources Manager.

### **Customer Service<sup>3</sup>**

Includes attitudinal, community integration and transportation barriers for the people supported. Examples include negative attitudes of neighbours or other members of the community, a lack of acceptance or inclusion, negative language or “labels,” a person’s ability to access their community is limited or suitable transportation not available. These barriers will be identified through planning and review processes such as Personal Outcome Measures and overseen by Service Managers.

The plan will be reviewed and updated annually by the Building and Vehicle Manager through consultation with Service Managers.

### **Design of Public Spaces<sup>4</sup>**

Any physical factor that makes accessibility difficult for an individual. Examples include narrow doorways and hallways, stairways, bathrooms that are not physically accessible for all, arrangement of furniture which may restrict easy movement, poor lighting for visually impaired individuals, alarms which hearing impaired individuals may not hear. Also includes outdoor spaces-pathways, eating areas. Environmental barriers which affect the area an individual spends time in. Examples include excessive noise, flickering lighting, fragrances which may cause an allergic reaction.

The offices and homes operated by Community Living Guelph and Wellington are not public spaces. Building and Vehicle Manager will identify the barriers experienced by completing site visits, feedback from employees and persons supported and address these barriers to accommodate the needs.

## **Community Living Guelph Wellington's Mission, Vision, Values**

### **Mission, Vision, Values**

Community Living Guelph Wellington’s Vision is clear: People with developmental disabilities live their best life.

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<sup>2</sup> <https://www.ontario.ca/laws/regulation/110191#BK20>

<sup>3</sup> <https://www.ontario.ca/laws/regulation/110191#BK148>

<sup>4</sup> <https://www.ontario.ca/laws/regulation/r12413>

The operations of Community Living Guelph Wellington will be guided by the following Mission Statement:

CLGW connects people with developmental disabilities with opportunities for them to realize their goals.

### Principles and Values

In keeping with Community Living Guelph Wellington's Mission/Vision Statements the following Principles and Values will guide the provision of support services. We believe:

**Nurture Potential:** We are a place of support that nurtures each of us to learn and grow.

**Respect Uniqueness:** We recognize that the unique abilities, cultures, talents, aspirations, and goals of each person lead them to explore meaningful and enriching experiences.

**Uphold Accountability:** We maintain clear communication, honour commitments, have high expectations and serve one another with the highest levels of mutual integrity and accountability.

**Pursue Excellence:** We are responsive, and our decisions are informed by evidence and continuous learning.

### CLGW's commitment to accessibility planning:

The CLGW Board of Directors and Staff are committed to:

- The continual improvement of access to facilities, policies, programs, practices, and services for people we serve, their family members, staff, volunteers, and visitors.
- The participation of people we serve in the development and ongoing review of the Accessibility Plan.
- Ensuring the agency by-laws and policies/procedures are consistent with the principles of accessibility.
- The establishment of an advisory Accessibility Committee within CLGW
- Ensure compliance with the AODA Reg. 191/11

### Identification of Barriers

In order to identify and deal with any accessibility barriers in the agency, the following ongoing methods will be implemented:

- The staff and people we support will identify any potential barriers and report them to the Managers who will then report them to the Building and Vehicle Manager.
- Training will be offered in a flexible manner so that as many people are able to participate around their own schedules (e.g., multiple sessions, web-based training, quizzes).
- Joint health and safety committee to ensure that accessibility is part of the regular inspections of each site. Through Daily Safety Tours and Monthly Inspections, any concerns noted with respect to accessibility will be forwarded to the Building and Vehicle Manager.

- The Building and Vehicle Manager and members of the Senior Leadership Teams will monitor progress on the activities outlined in the Accessibility Plan and in any case will review the Policy, Procedures, and Plan semi-annually.

## AODA Status at CLGW – March 2023

The following table outlines the status of CLGW with the AODA requirements, including timeframes:

\*\*Please note that ongoing updating of policy, procedure, multi-year plan and training are expectations of the legislation and the standards

Standard	What needed to be done, per last Accessibility Plan	What is complete	Short-term goals (next 2 years)	Long-term goals (next 5 years)
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Accessibility policy, procedures A230A CLGW Accessibility Plan</li> <li>• HR47 Accessibility Feedback Form</li> <li>• HR48 AODA Employee Emergency Information Sheet</li> <li>• HR44 Barrier Identification</li> <li>• Multi-year accessibility plan</li> <li>• Sharing of plan with public</li> </ul>	<ul style="list-style-type: none"> <li>• Available on clgw.ca (footer) and on clgw.ca/admin</li> <li>• Mandatory annual Abuse Training for persons we support.</li> <li>• Implemented Cope with Hope program for employees and people we support. <a href="https://clgw.ca/mental-health-support/">https://clgw.ca/mental-health-support/</a></li> <li>• Implemented Personal Outcome Measurement (POM) program for persons we support.</li> </ul>	<ul style="list-style-type: none"> <li>• Post updated iterations of each policy/procedure/plan.</li> <li>• Status updates in plan, when made, can be published on clgw.ca.</li> <li>• Enhanced use and integration of technology into service delivery and connection with families, staff, and community</li> </ul>	<p>Report progress online</p> <p>CAPS database fully implemented across the agency for easy accessibility and improved efficient service model for PWS.</p>

<p><b>Information and Communication</b></p>	<ul style="list-style-type: none"> <li>• Accessible website and web content</li> <li>• Feedback mechanism</li> <li>• Accessible formats and communication support</li> </ul>	<ul style="list-style-type: none"> <li>• clgw.ca meets WGA 2.0 AA requirements.</li> <li>• Developed and published for public access.</li> <li>• Documents reviewed by EC, Mark/Dev, IT are compliant.</li> <li>• Use of Microsoft products identifies potential accessibility issues so author can address and prevent.</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunity to improve Input Assistance for forms/confirmation information for non-financial interactions. (Not required in WGA 2.0 AA, but worthwhile)</li> <li>• Opportunity to improve accessibility on social media interactions. (Less words in images; improving ALT text use)</li> <li>• Ensure header content contains most up to date language tags for screen readers. (Complete for clgw.ca. TBD for CLGW intranet)</li> <li>• Educate and mandate all employees involved with website/social media take AODA compliance training (<a href="https://www.rgd.ca/resources/accessibility/access">https://www.rgd.ca/resources/accessibility/access</a> and <a href="https://www.ontario.ca/page/how-make-websites-accessible">https://www.ontario.ca/page/how-make-websites-accessible</a>)</li> <li>• Learn to use ALT tags, structured electronic file for web, and understand how people with disabilities interact with website.</li> <li>• Continued education around additional areas of accessibility (i.e., colour blindness) in design (<a href="https://www.rgd.ca/resources/accessibility/access">https://www.rgd.ca/resources/accessibility/access</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• CLGW intranet redevelopment, WGA 2.0 AA standards to be starting point.</li> <li>• Educate all administrative employees on accessibility functions in Microsoft. For example: implement 'structured electronic file' requirements for all CLGW documents.</li> </ul>
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<p><b>Organizational and Employment</b></p>	<ul style="list-style-type: none"> <li>• Make hiring process accessible.</li> <li>• Provide accessible workplace information to workers with disabilities.</li> <li>• Create individualized workplace emergency response plans for workers who disclose their disabilities.</li> <li>• Make workplace performance management.</li> <li>• Return to work plans for workers who have been absent due to disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Included information on internal and external websites about CLGW Accessibility Plan, A230A AODA, HR47 Accessibility Feedback Form, HR48 AODA Employee Emergency Information Sheet, HR44 Barrier Identification.</li> <li>• Provide information throughout the hiring, selection, and onboarding process about availability of accommodations and individualized workplace emergency response plans.</li> <li>• Educate new hires and existing employees on, A230A AODA Accessibility for Ontarians with Disabilities, G160 Preventing Workplace Harassment, Violence and Discrimination Policy and procedures, G500 Workplace Harassment, Violence, Bullying Policy Statement, and post Policy Statement on bulletin boards at each location.</li> <li>• Implemented Cope With Hope program for employees to create a supportive work environment</li> </ul>	<ul style="list-style-type: none"> <li>• Update D210 Recruitment Policy, D260 Orientation of new employees' policy, D240 Selection policy, D920 Recruitment and Selection of Volunteers, D930 Orientation and Training of Volunteers policy to include more information about AODA requirements.</li> <li>• Improve job postings to include more information about assessable communication and materials available and other AODA requirements.</li> <li>• Review existing policies each year and make updates if needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Assign additional resources towards detailed training materials specific to Supervisors and Managers for AODA, Preventing Workplace Violence, Harassment and Discrimination.</li> <li>• Additional resources for HR practices with a focus on Equity, Diversity, and Inclusion</li> </ul>
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<b>Design of Public Spaces</b>	CLGW buildings are not considered as public spaces. However, all our buildings where day services are provided, are accessible.			
<b>Built Environment: Accessibility in CLGW homes</b>	Assess accessibility in homes based on the needs of PWS.	A thorough accessibility audit is in process	Complete the accessibility audit.	Renovate homes as per recommendations of the accessibility audits.

### **Review and Monitoring Process**

The Building and Vehicle Manager and members of Senior Leadership Teams will meet every 6 months to monitor the progress of the Accessibility Plan. The Building and Vehicle Manager will report to the Executive Director on achievements and issues related to implementation of the Accessibility Plan.

### **Communication of the Accessibility Plan**

The Accessibility Plan will be available to all CLGW locations via our internal and external websites. Accessible formats of this policy will be made available if required and as requested. The plan will also be posted on the CLGW public website as per AODA Reg. 191/11.

## APPENDICES

### Appendix A – Policy A230: CLGW Accessibility Policy and Procedures

<b>Classification:</b> <b>Association Operations</b>	<b>AODA Accessibility for Ontarians with Disabilities Act</b>		
<b>Policy #:</b> <b>A230</b>			Effective Date: <b>January 2012</b>
<b>Revised Date:</b> <b>March 2023</b>		Review Date: <b>March 2023</b>	Next review: <b>March 2024</b>

### Policy

Community Living Guelph Wellington (CLGW) strives to ensure that all locations owned or operated by CLGW provide barrier-free services, supports, environments and employment. CLGW recognizes that the key principles of accessibility are independence, dignity, integration, and equality. Accordingly, we are committed to complying with the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and the Human Rights Code.

### Overview

The Accessibility Policy is available at all CLGW locations via our internal and external websites. Accessible formats of this policy will be made available if required and as requested. The policy is reviewed annually and all employees, students, and volunteers, including Board Members are to be kept informed as to any changes.

The Accessibility Plan identifies and addresses barriers at agency owned or operated locations. The Plan encourages awareness of any barriers at community locations or services which may be accessed by the individuals we support so that they also may be brought to the attention of those locations and services. Barriers have been broken down into the following areas:

- Architectural/Physical
- Environmental
- Attitudinal
- Financial
- Employment
- Transportation
- Community Integration

Barrier Identification Forms (HR44) are available via our internal website to ensure that individuals we support, employees, volunteers, family, and friends, etc., have an opportunity to identify and report any barriers they may encounter while living, working or visiting any CLGW owned or operated location. Accessibility surveys are completed at each site annually. The forms are reviewed on a regular basis, with a view to address or remove the identified barrier as deemed applicable and feasible.

Please note that all contractors who are engaged to provide services for CLGW are required to sign off that they adhere to the legislated requirements of the AODA.

## Definitions

(As defined in the Accessibility of Ontarians with Disabilities Act 2005 (AODA) and/or the related Regulations)

**Assistive Devices:** A technical aide, communication device, or medical aide modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. (E.g., wheelchairs, walkers, canes, hearing aid, oxygen tank)

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a: physical, architectural, information/communications, attitudinal or technological barrier.

**Service Animal:** An animal that is used by a person with a disability for reasons relating to his or her disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability (e.g., Guide Dog); however, that is not always the case. In those cases where it is not so evident, the person will be expected to provide a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person:** Any person who accompanies a person with a disability in order to help with communications, personal care, or medical needs or with access to goods or services.

Procedure (A230)	Effective Date: <b>January 2012</b>
Revised Date: <b>March 2023</b>	Next Review Date: <b>March 2024</b>

## 1 - Accessible Formats, Communication Supports and Assistive Devices

To ensure the best possible customer service, CLGW encourages open, two-way communication with all people interacting with the agency to ensure the need for accommodation or assistance is met.

People who identify themselves as requiring alternative communication formats will be offered alternative communication in a format that meets their needs as promptly as is feasible.

People with disabilities who rely on assistive devices will be able to access their devices when they are using CLGW services. If necessary, CLGW will provide other measures to enable a person with a disability to obtain, use or benefit from CLGW services. It is noted that it is the responsibility of the person with the disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

## 2 - Service Animals

People with disabilities may bring their service animal on the parts of the agency's premises that are open to the public or other third parties. There may be restrictions in areas that are otherwise governed

by other laws such as the Health Protection and Promotions Act (section 59e). Restrictions may also apply to residences where an individual lives who may have a severe allergy. If the service animal is legally excluded, CLGW will provide alternate measures to enable a person with a disability to obtain, use or benefit from CLGW services (e.g., teleconference, alternate meeting place).

Please see Policy E395 for more information on Service Animals.

### 3 - Support Person (as defined under AODA legislation)

People with a disability who are accompanied by a support person will be permitted to enter CLGW's premises with their support person. CLGW will ensure that the person with the disability is not prevented from having access to their support person while both are at CLGW.

Where fees for programs, goods or services are required, advance notice will be provided to the support person.

### 4 - Temporary Disruptions

Where there is a disruption at a particular location or to a service used to allow a person with a disability access to CLGW goods or services, CLGW will provide notice to the public of the disruption, including the expected duration of the disruption and a description of alternative facilities or services that may be available. In the event of an unexpected disruption, notice will be provided as soon as possible.

### 5 - Employee Accommodation, Including Return to Work

An employee with a disability who requests an accommodation will provide the request in writing to the manager's attention. The employee must include a physician's note that provides information relating to the nature of the disability (not a diagnosis); specifically, the factors that require consideration for an accommodation and whether the request is for a temporary or permanent accommodation. The accommodation will include ongoing review and/or a specific end date.

An individualized Return to Work Plan will be developed, whenever feasible, for those employees who have been absent from work due to a disability and who require a temporary or permanent disability-related accommodation in order to return to work.

An employee with a disability who requires assistance in the event of an emergency will complete the Employee Emergency Information Sheet (HR48) and forward to the Human Resources department. Once received, the Human Resources department will work with the employee to develop an individualized emergency response plan.

### 6 - Staff Training

All employees, students, and volunteers of CLGW are required to successfully complete accessibility training as part of the orientation process into CLGW. In addition, there is a required annual review of the Accessibility Policy and Plan by all staff, students, and volunteers (HR to provide the forms for signature). There will be notifications sent and/or refresher sessions offered whenever the Accessibility Policy and/or Plan is revised.

### 7 - Feedback

The goal of CLGW is to meet expectations of people who are supported while welcoming family members and other visitors. Comments on our services regarding how well those expectations are being

met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by telephone, email or in writing. An Accessibility Feedback Form (HR47) is available at all sites via the agency website. All feedback will be directed to the Chairs of the agency's Accessibility Committee for review and follow-up. CLGW will address the feedback within ten (10) business days of its receipt.

## 8 - Notice of Availability of Documents

This document and other policies and practices related to the provision of goods and services for people with disabilities are advertised through a variety of methods to ensure public awareness of their existence. This policy is available in alternate formats upon request.

CLGW will notify the public that our accessibility related policies and procedures are available on the agency's website and available to all sites via the internal website.

## Appendix B - Site Description Summary

### Ajax

Two 3-bedroom condo units, 2 washrooms in each unit (1 is ensuite for 1 bedroom), tub/shower combo, galley kitchen – not accessible by individuals in wheelchair or walker. Laundry facilities in the building are fully accessible. The building has a passenger elevator. No specialized lifting equipment as there is not a need. Fully mobile individuals, who are fairly independent reside here.

### Bagot St.

Unit 1 - Ground floor condo with two bedrooms and office space. Has a one bathroom with fully accessible shower. Ground level platform from sliding glass door for outdoor use. Portable lift on site.

Unit 2 - 3<sup>rd</sup> floor condo with 2 bedrooms. One bathroom with a walk-in shower. Narrow hallways.

Building has an elevator to access the third floor. Accessible mini van on site.

### Guelph Day

Two-storey building with 2 flights of stairs and 1 passenger elevator. Automatic main doors to gym and main entrance of building. Accessible doors at front and rear entrance to ADS and exit from cafeteria onto the back deck. Wide hallways. Large accessible washrooms – 1 accessible washroom on second floor with a shower. Daily access /use of the building by individuals with a variety of needs. Fully accessible washrooms/showers in gym. Ceiling track systems in the accessible washrooms on first floor. Have use of 2 accessible vehicles.

### Cityview Village

Consists of 3 condo units. Two units are owned, and one is a rental unit.

Unit 1 – Two-bedroom unit. It is not an accessible unit as its entrance way has a staircase to enter to the 2<sup>nd</sup> floor living area.

Unit 2 - Has a ground floor entry with a small step to enter. Has an accessible bathroom/shower. May be challenging to navigate a wheelchair inside unit but could be ok for a person with a walker.

Unit 3 - Main floor entry with two bedrooms.

### Egremont

Bungalow with basement that is accessible only by stairs. One of the two washrooms is fully accessible, 2<sup>nd</sup> washroom has tub/shower combo with tub lift. Ramp into the front of the home. Large deck can be accessed from home, but there are stairs to the yard that limit access. A portable Hoyer lift is available on site.

### Ennotville

Bungalow with walkout basement through lower garage. Main access to house through garage. Upper washroom has tub/shower combo with grab bars. There is also a 2pc. Bathroom located in the laundry room on the main floor. Lower washroom is 3 pc with shower. 1 main level bedroom with ensuite washroom. No specialized lifting equipment but not necessary.



### Ennotville Apt

Bungalow one bedroom apartment. Two entrances -one from front of Apt, off parking lot, one from garage. Also has a deck off the side, accessible from patio doors; deck has wheelchair ramp facing parking lot, but deck is not accessible entering apartment. 3-piece bathroom, with shower, includes grab bars.

### Erin Day

One-storey building with a lower level. Lower level is a crawl space that is accessible through internal stairs. Crawl space is used for storage. Automatic openers on main doors and on one side door to accessing the Community Room. Wide hallways. 2 fully accessible bathrooms. 1 bathroom has an accessible shower and ceiling track and change table. Entry into the building is accessible from the front entrance. Back of building is accessible and leads to a covered porch. There are 3 stairs down from the porch which leads to the back yard.

### Fergus Day

Large building with main floor and full basement with 3 walkouts. Main entrance accessible at street level 2<sup>nd</sup> main level access has a ramp. Combination of 2 pc washrooms and 1 fully accessible washroom on main level and one in basement. Vertical C platform lift (elevator). community participation Walls have "chair rail" at waist height as a guide for visually impaired Grab bars in accessible washrooms only. Lower level is rented to a community agency.

### Fergus St (rental home)

Single storey detached home. No specialized listing equipment as it is not needed. Grab bar in shower. Stairs to partially finished basement where there is laundry, staff office, and recreational space. Home to 3 fully mobile adults in a modified setting.

### Flaherty

Bungalow with walkout basement. Small ramp to front door with metal handrail. Steps around side of house to back entrance. Wide hallways and doorways. 2 washrooms upstairs, one with tub/shower combo and the other with accessible shower. 2 washrooms downstairs with tub/shower combo. Main floor laundry. No specialized lifting equipment as not necessary at this time. 6 individuals reside here.

### Glenda Court

Split-level home with vertical c platform lift (elevator) Walk up to yard from basement plus back ramp access to deck and yard. Stairs up to main level and stairs to lower level. 3-piece bathroom with shower stall on main level, 3 pc washroom in lower level.

5 individuals reside in this home, one uses wheelchair. Accessible van now at home.

### Harriston Day

Large building with full basement. Ground level access at front of building, ramp down to door in basement level. 1 flight of stair to main level and 1 flight to basement. Fully accessible washroom on both levels. Vertical c platform lift (elevator). Daily use for community participation activities by people with a variety of needs and mobility. Use a portable lift with a change table.

### Harvey St

Two storeys with full basement. Steps up to front porch/door. Walk-out to deck at back of house. Access with 2 steps to garage from inside the house. 1 walk in shower on main floor, 2<sup>nd</sup> floor washroom tub/shower combo. Main floor laundry. Sunken living room. Stairs to basement level (no basement bedrooms). One accessible main floor bedroom – 3 second storey bedrooms. No specialized equipment.

### Holody Home

Two-storey building with full basement. Main level access at ground level at front – ramp to lower level at back and 2 sets of stairs (front and back) to basement and second level office area. Handrails available throughout main and basement levels.

Main floor residence with accessible bedrooms and washrooms. Lower level with accessible washroom used for living space for one individual and offices. Ceiling track system in 8 main level bedrooms and one washroom, portable floor lift on site, 1 bedroom with transfer pole. Vertical C platform lift (elevator). Main level is home to 10 individuals with varying physical abilities. Some use wheelchairs, several are aging. Adapted full size van on site. All flooring on main level replaced and levelled in 2017.

### Howe St

Bungalow with ramp to main front entrance. One fully accessible washroom on main level. 3 pc washroom in basement with tub/shower combo. 3 bedrooms on main floor, fully accessible, 2 basement bedrooms accessible only by stairs down. Ceiling track system in main level washroom with a tub lift. Portable lift on site. Access to deck off kitchen, stairs down to back yard. Access to back yard through gates at side of house. 4 individuals can walk in the home, use of wheelchair by two individuals for outings. Adapted full size van on site.

### Hwy 24

Rental home – Bungalow with two steps to access front door, one step to access back door and then three steps to enter main floor. Basement is partially finished. One individual resides in the home and is fully mobile. Home is not accessible.

### Jeremy's Crescent

Two storeys, ramp as well as a step up to front door. Main floor washroom fully accessible with 'cut out' tub (for accessibility), main floor 2 pc washroom – lower level 4 pc with tub/shower combo. Access to small deck from lower storey. Stair glides to both main and lower floor. Railing in hallways on both floors. Four individuals live here with increasing mobility issues and are aging. Portable lift available for use as well as a ceiling track lift in one bedroom, one bathroom and the living room.

### Kathleen St.

Three bedroom bungalow with a walkout basement. Not wheelchair accessible. Stairs into main floor of home. 1 bedroom in the basement. 1 full bathroom upstairs (tub/shower combo) not accessible. Laundry is in the basement. 1 full bathroom in basement (tub/shower combo) not accessible. Another 3-piece bathroom in basement, (corner shower) not accessible. Large deck off main floor dining room with stairs down to ground level. 4 men will live in this home.

### Kipling

Bungalow with ramp at side to lower-level access. Ramp for front porch and main entrance. Main floor washroom 4pc with full walk-in shower. Lower level 3pc with shower. 3 main floor bedrooms and 2 lower-level bedrooms with stairs to basement. 5 individuals live in the home, 3 ladies on main floor and 2 gentlemen down who use lower-level back door to enter and exit home.

### Lambert

Two-storey with finished basement. Main entrance ground level steps up to main living area and to upper-level bedrooms and washroom. Steps to basement with one bedroom and ensuite washroom with shower. 2<sup>nd</sup> storey washroom – not accessible has tub/shower combo. Access to deck from dining room with stairs down to yard. No special accessibility features 3 individuals with full mobility reside in this home. Not an accessible home.

### Malvern

Bungalow. Ramp to access front door and deck access of back dining room. 4 main floor bedrooms, one bedroom downstairs. One bathroom with walk-in shower, one shower/bathtub combo upstairs and one bathroom downstairs. 5 individuals live in this home. Varying degrees of mobility, one individual in wheelchair. Adapted full size van on site.

### Marden

Bungalow with full walkout basement. Ramp to main level entrance. Main floor on right side of house accessible, left side of house not accessible for wheelchairs, has 2 washrooms – stand up shower and the other with tub and tub/chair lift. Main level has transfer poles and banister along long hallway. Main level access to deck. Lower level has walkway to main entrance. Lower level has one 3pc bath (shower is not currently being used-not needed) and one 4pc bath with tub/shower combo. 4 individuals live upstairs, all with increasing mobility concerns. 3 fully mobile gentlemen downstairs (with separate access).

### Melissa

Bungalow with accessible main front entrance. Vertical C lift (elevator) accessible washrooms on both levels. Shower/bath stool lower level – c tub lift/swivel on main floor. 4 individuals reside in this home, with varying mobility issues. Ceiling track lift in 2 upstairs bedrooms, washroom and living room. Wheelchair ramp from the deck.

### Metcalfe

Bungalow main front entrance has 1 step – back entrance has several steps to small porch. 1 3 pc bath with shower on main level. 1 3 pc bath in basement. Stairs to basement, no walk-out and no basement bedrooms (staff office only). 3 men live in this home – fairly independent and no mobility concerns. Not an accessible home

### Mount Forest Office Building

Two-storey building has ramp to automatic main level entrance (button operated).. It has an accessible washroom with walk-in/roll-in shower. Second floor can only be accessed by a flight of stairs. Second level houses offices and is not accessible.

### Mount Forest Day Program (Building 2)

Smaller building at the back of the property is accessible by three entrances to the main storey. Second level access by stairs only and houses program/meeting space. Main level has accessible washroom and kitchen. Equipped with a Hoyer Lift. Only main floor space is accessible. Daily day program used by individuals with a variety of needs.

### Murphy Street

Ranch style bungalow with walkout basement. Access to main floor has 7 steps or ramp. Main level has lip where flooring changes. Ground level access at garage door and rear patio doors. Patio door has a step, garage has low grade ramp. Lower level- walkout apartment (no kitchen facilities) Access between upper and lower- stair well. Main level- 1 bathroom with tub/shower combo, 2<sup>nd</sup> bathroom, fully accessible 3 bedrooms. 3 individuals live in this home. Basement has fully accessible washroom as well.

### Paisley

3 rental units in the building. Two units are mod, and one is a SIL unit. At capacity 4 people are supported in these three units. Mod units are walker accessible.

### Peachtree

Bungalow with finished basement with its own entrance – ground level access at main front door – lower apt walk-up stairwell to main level. Main level – 2 fully accessible washrooms – one with tub and one with bath bed. Lower level – 4pc with tub/shower combo. Main floor has ceiling track system in 2 bedrooms. Super poles installed in one bedroom and living room on main floor. Four Individuals with a variety of mobility issues on main level. 2 individuals in lower-level apt. one bathroom and two bedrooms. Lower level apt not accessible at all. Adapted mini van on site.

### Pine (rental)

Bungalow with fully finished basement apartment. Steps up to the front door and steps down to access the backyard from one of the bedrooms (currently being used as an office). Bathroom on main level has a shower tub combo. Small entry way to access. Kitchen area has small entry way as well. Main floor laundry located in the kitchen. Three bedrooms upstairs and two downstairs all with small doorway access. Bathroom downstairs as well. No specialized equipment presents or needed. Currently 1 person live upstairs and 1-person live downstairs.

### Robertson (rental home)

Two-storey home, with three individuals living there. One bedroom in basement, with ladder emergency escape to window, and 3-piece bathroom, with shower. One step from bedroom area to bathroom. Two bedrooms on third floor, with 4piece bathroom, including grab bars. No lifts or tracking system, as not needed at this time. Three stairs to enter front door, off driveway. Non-accessible rear deck, off patio doors. Laundry on main floor. Stairs to go to 3rd floor and basement bedrooms.

### Speedvale

Three-level building with 3 apartments. Small doorways and rooms, washrooms, and kitchens not accessible. Stairs to access each unit – currently 2 Individuals live in the 3 units (soon to be more). All fairly independent with no mobility issues. Not an accessible home/ accommodations

### Trafalgar

Bungalow with full walkout basement. Access to main front door has a step. Access through garage has a step. Lower level accessed by walkway at side with handrail on house. Main level 2 washrooms one with shower only (ensuite) the other with tub/shower combo. Main level access to large deck stairs to ground level. Lower-level access to outside off dinette. No specialized equipment. 4 individuals live in this home.

### Watt St

Bungalow with 2 steps up to main entrance – full basement with one walkout exit to back yard. 1 small 4pc main floor washroom and one 3 pc washroom with walk in shower. Basement has 3 pc washroom with a walk-in shower. Sunken living room. Railings around main level to assist visually impaired individual. 5 gentlemen live here – all are mobile, one has a visual impairment.

### William (rental home)

Bungalow with ground level main floor access. Lower-level separate apartment accessed by stairs up to small porch then internal stairs down. Patio door to ground level rear yard from apartment. Main level rooms small, doorways and hallways small. 4 Pc washroom not fully accessible but has grab bars. 2 gentlemen live on main floor (group home model) no mobility issues. Lower-level apartment houses one individual. Not an accessible home.

### Woodlawn

Bungalow with finished basement with one bedroom, one bathroom with shower. 3 Stairs to porch at main front entrance as well as an exterior Vertical Platform Lift. Wide halls and doorways, 2 large washrooms, 1 has tub with shower, 2<sup>nd</sup> bathroom has walk in shower. Basement space accessed by way of stair inside the home. No walkout or walk up from basement. No specialized equipment. Walkout to deck from living room with stairs off deck to yard. 4 people live in this home, 1 has a visual impairment/low vision. Not an accessible home.

### Woodycrest

Back-split bungalow. Steps to porch at main entrance. 2 ground level doors into house (side door and rear patio door) Multi level with steps to get to each level. Basement recreational area accessed only by interior stairs. Washroom not accessible and no specialized equipment in the home except for a super pole located on the top level. 4 Gentlemen live in the home. One individual visually impaired (has top floor bedroom and there is a main floor living room/dining room, kitchen & washroom. Other individuals have full mobility. Not an accessible home.